



Senior Support Services (CPHC) Consumer Experience Survey

Our MISSION: To provide client centered services for seniors and their caregivers which promote choice, independence, and safety in their own homes and community.

Our Vision: To be the leader and provider of choice offering innovative, responsive, and quality service for seniors to living independently in their own homes and community.

We welcome your feedback. Please complete this survey and return to the staff or volunteers at your CPHC services/ programs, to CPHC Reception, or by mail to: 2235 Parkedale Avenue Brockville, Ontario K6V 6B2. You can also fill out the survey online at www.cphcare.ca Please return Survey by: March 1, 2021. Thank you!

This survey is anonymous; however, if you would like one of our staff members to call you to complete the survey over the phone, or if you would like to speak to someone about concerns regarding your service, please call: 613-342-3693 ext. 2058

How Are We Doing?

What is your postal code?		What year were you born?		Gender:	Male	Female
Are you a:	Client,	Caregiver	OR	Referring Health Care Provider / Agency		
Where did you learn about Senior Support Services (CPHC)?						
Family/Friends		Veteran’s Affairs		Drs. Office	SMILE	Hospital
Radio / Print / Internet Ad		Other (please specify):				

Please check the services that you currently receive or have received from Senior Support Services (CPHC):

Meals On Wheels	Adult Day Service	Stroke Support Groups
Grocery Shopping & Delivery	In-home Personal Adult Day Service	Virtual or Phone Stroke Support
Grocery Staple Bag & Delivery	In-Home Respite	Exercise & Fall Prevention
Diner’s Club	In-Home Friendly Visit	Virtual Exercise via ZOOM
Foot Care	Telephone Wellness Calls	Outdoor Nordic Pole Walking Groups
Transportation	Lifeline	Home Help/Home Maintenance

Did you receive subsidization from Senior Support Services (CPHC) for any of these services? Yes No

If you did receive a subsidy for service/s, do you feel this has improved your quality of living? Yes No

If you answered yes above, please explain:

How did you first contact Senior Support Services (CPHC)?	Internet	In Person			
Did you find Senior Support Services (CPHC) easy to access?	Yes	No			
Did someone get back to you within 24 business hours?	Yes	No			
Did our services help you to live independently in your home and community?	Yes	No			
Did you deal with our volunteers?	Yes	No	If so, were they helpful & courteous?	Yes	No
Would you recommend our services?	Yes	No			
Are there any other services that would help you to live independently at home?					

If you answered ‘NO’ to any of the questions above, or would like to share any comments or concerns, please comment below:

For more information & updates: Please visit our website at www.cphcare.ca

Thank you for your feedback!